

**South Central Region Component Work-plan –  
July 1, 2001 through June 30, 2002**

Survey providers for their input and suggestions for improvement	Survey to each provider 100%	June 30, 2001	Yakima Health District BCHP Coordinator
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**Program Component: Quality Assurance and Improvement Action Plan**

Goal: Support the Service Delivery Program Progress Indicators

Action Item	Target/Measure	Timeline	Responsible Party
Track abnormal breast cancer test results (Program Progress Indicator C-1)	Ensure that all women with abnormal test results receive appropriate notification and needed diagnostic services-- Percent of incomplete should be no more than 10% of records	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager
Track abnormal cervical cancer test results (Program Progress Indicator C-2)	Ensure that all women with abnormal test results receive appropriate notification and needed diagnostic services-- Percent of incomplete should be no more than 10% of records	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager
Women with abnormal finding suspicious for breast cancer receive diagnostic services that meet or exceed CDC guidance. (Program Progress Indicator C-3)	Ensure timeliness of diagnosis of breast cancer diagnosis— Median time from abnormal screening test result to diagnosis is 60 days or less.	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager
Women with abnormal findings suspicious for cervical cancer receive diagnostic services that meet or exceed CDC guidance. (Program Progress Indicator C-4)	Ensure timeliness of diagnosis of breast cancer diagnosis— Median time from abnormal screening test result to diagnosis is 60 days or less.	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager
Women in need of treatment services for breast cancer obtain actual services. (Program Progress Indicator C-5)	Ensure timeliness of breast cancer treatment— Percent of women with the time from cancer diagnosis to initiation of treatment longer than 60 days is no more than 15% of records.	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager
Women in need of treatment services for cervical cancer obtain actual services. (Program Progress Indicator C-6)	Ensure timeliness of cervical cancer treatment— Percent of women with the time from cancer diagnosis to initiation of treatment longer than 60 days is no more than 15% of records.	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager

Goal: Ensure that the Program Progress Indicators are met

Action Item	Target/Measure	Timeline	Responsible Party
Active case management for women with abnormal findings which are defined by CDC as requiring case management	Every woman with an abnormal finding has a Case Management—Client Comprehensive Needs Assessment— Completed and signed form within 30 days of the abnormal finding.	On-going Monitored weekly	BCHP Regional Coordinator & Case Manager
Active case management for women with abnormal findings which are defined by CDC as requiring case management	Every woman with an abnormal finding has a Case Management—Client Service Plan and Agreement — Completed and signed form within 30 days of the abnormal finding.	On-going Monitored weekly	BCHP Regional Coordinator, Case Manager and Sub-contractors

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	days of the abnormal finding.		contractors
Strengthen team bonds between case manager and service providers.	Maximize the health outcomes for enrolled women with abnormal findings Completed Case Management forms	On-going	BCHP Regional Coordinator, Case Manager and Sub-contractors
Enrollment of women with a diagnosis of breast cancer into the DSHS system	Maximize the health outcomes for enrolled women with diagnosis of cancer Client enrolled to obtain medical coupons within one week of diagnosis	On-going	BCHP Regional Coordinator, Case Manager

Goal: Have mechanism in place to trigger re-calls

Action Item	Target/Measure	Timeline	Responsible Party
Contact women with “abnormal” cervical findings that the doctors has determined that they need to return for a repeat Pap in 4 to 6 months.	Maximize the health outcomes for enrolled women with non-critical abnormal findings— 100% of women have follow-up screenings	On-going Monitored weekly	BCHP Regional Coordinator, Case Manager
Inform providers when clients are due for Pap test, mammograms and annual exams	Better alignment between CDC policies for frequency of mammograms and Pap test— Providers to get monthly notice of patient due dates.	On-going Monitored monthly	BCHP Regional Coordinator, Case Manager, and Data Entry Staff
Notify clients when it is time to be determined for eligibility	Reduce workloads on clinic floor staff— Clients call Yakima Health District Support Staff for eligibility determination	On-going Monitored monthly	BCHP Regional Coordinator, Case Manager, and Data Entry Staff

Goal: Alignment between actions performed by Primary Providers and CDC policies for Mammograms and Pap tests.

Action Item	Target/Measure	Timeline	Responsible Party
Pay laboratories for Pap smears performed by primary providers by subtracting the amount of the Pap test from the clinical service payments made to primary providers	Reduce or eliminate yearly Pat test where there are three consecutive normal Pap tests by Primary Providers without punishing laboratories which do the analysis— To be determined	On-going	BCHP Regional Coordinator, Case Manager and Data Entry staff
Pay radiologist for screening mammograms referred by primary providers by subtracting the amount of the screening mammogram from the clinical service payments made to primary providers	Reduce or eliminate the incidence of referrals for mammograms without regard to frequency and age requirements set by CDC policy— To be determined	On-going	BCHP Regional Coordinator, Case Manager and Data Entry staff
Each provider to have a copy of the CDC policies to be put into the Contractor's Manual	Every Contractor's Manual to have a set of the CDC policies— 100%	Done Up-dates as needed	BCHP Regional Coordinator, Case Manager

Goal: Reduction of timelines

Action Item	Target/Measure	Timeline	Responsible Party
Respond to missing or inadequate data	Improvement in the quality of data received—	On-going	BCHP Regional Coordinator,

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	Accurate and complete data		Case Manager, Support Staff
Timely notification to Case Manager of client receiving an abnormal finding	Reduction in timelines between date of service and diagnosis— Same day notification	On-going	Primary Provider Staff
Timely notification to Case Manager of client receiving a diagnosis of cancer	Reduction in timelines between date of diagnosis and initiation of treatment— Same day notification	On-going	Primary Provider Staff
Reports to providers on the number of days between date of service and receipt of paperwork by Health District	Reduction in paper work lag time— All paperwork received by the Health District within 20 days of the date of service	On-going	BCHP Regional Coordinator, Case Manager, Support Staff

**Program Component: Public Education, Information and Outreach Action Plan**

Goal: Enroll target populations

Action Item	Target/Measure	Timeline	Responsible Party
Have media campaign on the Hispanic radio stations regarding the BCHP	Greater enrollment numbers of Hispanic women over the age of 50 Meet CDC standards	June 30, 2002	BCHP Regional Coordinator and Outreach Staff
Have a logo which is identifiable by English speaking woman and Spanish speaking women.	To have a easily recognizable symbol for the program Logo in place	July 1, 2001	BCHP Regional Coordinator
Have information on how to enroll in English and Spanish	Brochures and posters disseminated throughout region To be determined	July 30, 2001	Outreach Staff
Talk and enroll women in places that are private and where the woman feels safe.	Increase woman's comfort level Increase enrollment	July 30, 2001	Outreach Staff

Goal: Have effective outreach to target populations

Action Item	Target/Measure	Timeline	Responsible Party
Assess the effectiveness of outreach activities	Enrollment of women— Women enrolled are above the age of 50	On-going	BCHP Regional Coordinator and Outreach Staff
Plan and complete activities	Record activities and number of contacts at each activity— Journal of activities log of enrollments and contacts	Monthly review of activities	BCHP Regional Coordinator and Outreach Staff

Goal: Increase women's awareness on breast cancer and cervical cancer issues

Action Item	Target/Measure	Timeline	Responsible Party
Host and/or participate in large local educational events	Educate women on Breast and Cervical cancer— One large event in each county in the region	Events to be either October 2001 or April 2003	BCHP Regional Coordinator and Outreach Staff
Enlist interested providers, local support groups, cancer centers to plan, participate, and fund the events	Number of entities participating-- Hold first meeting	(first meeting) before August 1, 2001	BCHP Regional Coordinator and Outreach Staff